Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>40526</td>
<td>Executive Security Training Pty Ltd Trading As Sherwood Institute of Australia</td>
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Section 1  Survey response rates

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>1043</td>
<td>547</td>
</tr>
<tr>
<td></td>
<td></td>
<td>52.44%</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>7</td>
<td>5</td>
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<tr>
<td></td>
<td></td>
<td>71.42%</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Learner Engagement

All students were given a chance for completing the survey and returning that back to Sherwood Institute of Australia.

Employer Satisfaction

Employers were requested to return the completed surveys. The common issues faced by Sherwood Institute of Australia was that many learners in our trade courses for example Certificate IV in Building and Construction are self-employed and felt that the Survey is too lengthy and somewhat irrelevant to them. The number of responses have increased but the response rate is declined.
Section 2  Survey information feedback

What were the expected or unexpected findings from the survey feedback?

The survey shows a little increase in overall satisfaction which is not a significant increase. We had a combination of online and paper based surveys used in 2013 and we wanted to try and implement the paper based survey with our students to see if this will increase the number of respondents but we found out that since we do the national surveys and the state based learner surveys as well that this is too much effort for the students.

What does the survey feedback tell you about your organisation's performance?

Sherwood Institute of Australia's wants the learner experience and satisfaction during their time with Sherwood Institute to be a positive one. We have an increasingly high number of referrals in our short courses and the team at Sherwood Institute of Australia makes sure that feedback is gathered in a meaningful and timely manner...

Section 3  Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Findings of both the surveys were reviewed with the senior management staff and trainers and assessors and administration.

Training and Academics department have discussed the report findings and have suggested an improvement plan which includes steps as follows:

• Improvement of our e-learning system to make it more user friendly
• Improvement in simulation based exercises for some courses on our scope
• Improvement in student orientation and initial registration process to clear expectations from the course
• Using online survey system to increase number of respondents
• Aim to achieve the learner satisfaction survey during trainer visits/interactions with students to also increase the number of respondents for this survey.

How will/do you monitor the effectiveness of these actions?

Effectiveness of our improvement actions will be monitored through

• Monthly Staff meetings
• Implementation of learner survey, Queensland based leaner survey
• internal feedback forms used to get feedback from our stake holders for example unit completion survey.
• General feedback received from our Students and employers when interacting with our academic or administration department. Any concerns will be recorded properly in our relevant registers and actions will be
taken.